



10-16-01

2100

0500

0410

10/17/01

**CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)**

Docket No.

01-172

2162

Owner(s): Srinivasan, et al.

Serial No.

09/804,728

Filing Date

3/13/01

Patent No.

UNASSIGNED

Issue Date

UNASSIGNED

**METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION**

I hereby certify that the following documents:

- 1 Response to Notice of Incomplete Reply & copy of filing of 9/17/01
- 1 Change of Attorney's Address
- 1 Notice of Incomplete Reply (Nonprovisional)
- 1 Declaration and Power of Attorney for Patent Application
- 1 ACKNOWLEDGEMENT POSTCARD

Technology Center 2100

NOV 08 2001


RECEIVED

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 in an envelope addressed to:

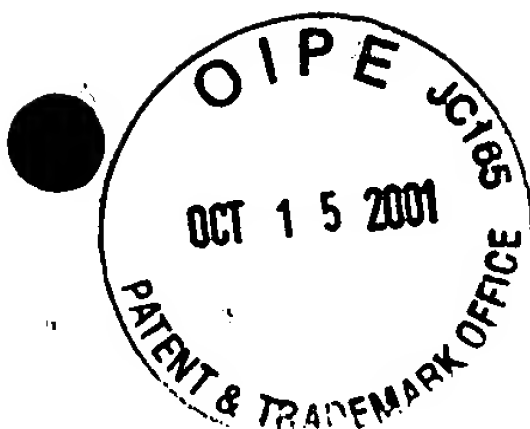
Assistant Commissioner for Patents, Washington, D.C. 20231-0001  
**ATTN: Box MISSING PARTS**

**EXPRESS MAIL LABEL NO.: EL857782315US**

Dated: October 15, 2001

  
Tracy J. Dillinger

EL857782315US



#6  
01/23/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
Srinivasan, et al. )  
Serial No.: 09/804,728 )  
Filed: 03/13/01 )  
Our Ref: 01-172 )

METHOD AND APPARATUS FOR  
INTERNET CUSTOMER RETENTION

October 15, 2001

Commissioner of Patents and Trademarks  
Washington DC 20231

Sir/Madam:

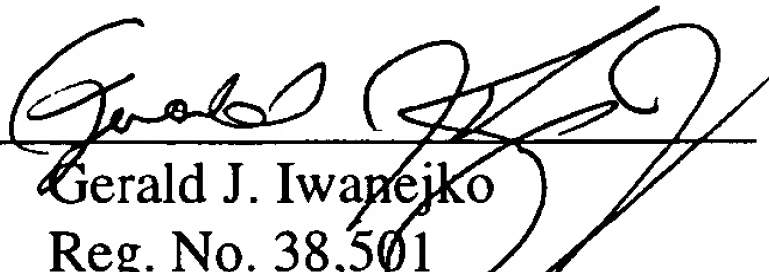
RECEIVED  
NOV 08 2001  
Technology Center 2100

RESPONSE TO NOTICE OF INCOMPLETE REPLY

In response to the Notice of Incomplete Reply mailed on August 22, 2001 in the above-referenced patent application, applicant hereby encloses a filing mailed on September 17, 2001 that includes a copy of the signed Declaration and Power of Attorney. This filing was made prior to forwarding to this office of the Notice of Incomplete Reply, which was originally sent to Applicants' prior representative in this matter.

The deadline for response to the Notice of Missing Parts was due on July 14, 2001. Applicant hereby petitions for a three month extension to respond thereto. The Commissioner is authorized to charge Deposit Account No. 03-2026 for the fee associated with this request. Also enclosed is a Change of Attorney's Address.

Respectfully submitted,  
Srinivasan, et al.

By:   
Gerald J. Iwanjko  
Reg. No. 38,501  
COHEN & GRIGSBY, P.C.  
Eleven Stanwix Street, 15<sup>th</sup> Floor  
Pittsburgh, PA 15222  
(412) 297-4900



The dating stamp of the Patent Office on this card will be taken as an indication that the accompanying paper was filed.

Ser. No. 09/804,728  
Paper Mailed 9/17/2001  
Atty's File No. 01-172  
**S. Chopra**

1 - Transmittal  
1 - Description  
+ P of A  
1 - Cert of  
Express mail  
EL916596713  
US

RECEIVED  
NOV 08 2001  
Technology Center 2100



**MUST POST OFFICE TO ADDRESSEE**



EL 916596713 US

SANJAY CHOPRA - 7545.0001 01-172

ORIGIN (POSTAL USE ONLY)		
PO ZIP Code: <u>15222</u>	Day of Delivery: <input checked="" type="checkbox"/> Next <input type="checkbox"/> Second	Flat Rate Envelope <input type="checkbox"/>
Date In: Mo. <u>9</u> Day <u>17</u> Year <u>01</u>	<input checked="" type="checkbox"/> 12 Noon <input type="checkbox"/> 3 PM	Postage \$ <u>12.45</u>
Time In: <u>15:43</u>	Military <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Return Receipt Fee
Weight lbs. <u>26</u> ozs.	Int'l Alpha Country Code	COD Fee Insurance Fee
No Delivery <input type="checkbox"/> Weekend <input type="checkbox"/> Holiday	Acceptance Clerk Initials <u>MB</u>	Total Postage & Fees \$ <u>12.45</u>

SEE REVERSE SIDE FOR  
SERVICE GUARANTEE AND LIMITS  
ON INSURANCE COVERAGE

<input type="checkbox"/> WAIVER OF SIGNATURE (Domestic Only): Additional merchandise insurance is void if waiver of signature is requested. I wish delivery to be made without obtaining signature of addressee or addressee's agent (If delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.	
NO DELIVERY <input type="checkbox"/> Weekend <input type="checkbox"/> Holiday	Customer Signature

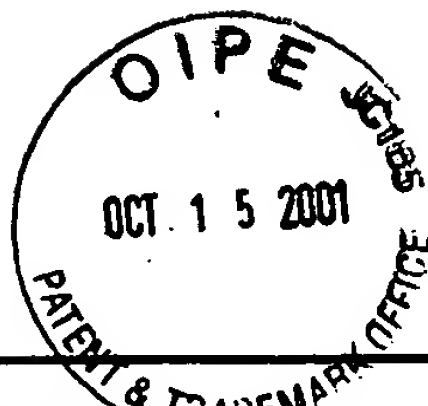
CUSTOMER USE ONLY	
METHOD OF PAYMENT: Express Mail Corporate Acct. No.	
FROM: (PLEASE PRINT) COHEN & GRIGSBY PC 11 STANWIX ST FL 15 PITTSBURGH USA	PHONE <u>412 297-4843</u> PA 15222-1312

Federal Agency Acct. No. or Postal Service Acct. No.
TO: (PLEASE PRINT) ASST COMMISSIONER OF PATENTS WASHINGTON DC 20231-0001 Box: MISSING PARTS

FOR PICKUP OR TRACKING CALL 1-800-222-1811 www.usps.com



F02  
T12



**CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)**

**Docket No.**  
**01-172**

**Applicant(s):** Srinivasan, et al.

**Serial No.**  
**09/804,728**

**Filing Date**  
**3/13/2001**

**Patent No.**  
**UNASSIGNED**

**Issue Date**  
**UNASSIGNED**

**METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION**

I hereby certify that the following documents:

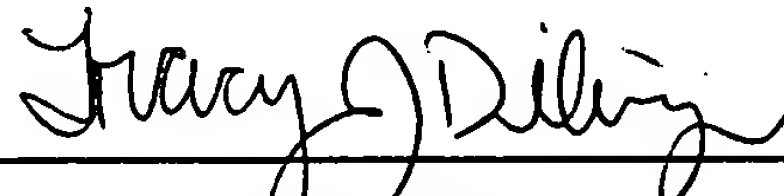
- 1 Transmittal)
- 1 SIGNED Declaration and Power of Attorney
- 1 ACKNOWLEDGEMENT POSTCARD

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 in an envelope addressed to:

**Assistant Commissioner for Patents, Washington, D.C. 20231-0001**  
**ATTN: BOX MISSING PARTS**

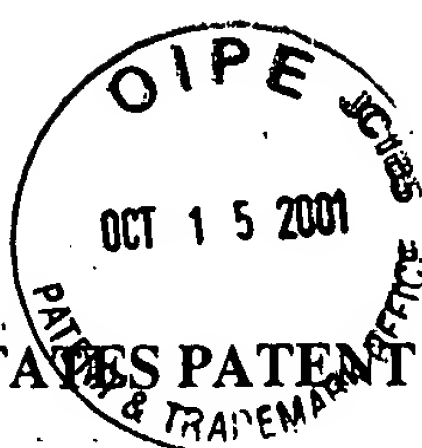
**EXPRESS MAIL LABEL NO.: \_EL916596713US**

**Dated:** September 17, 2001

  
Tracy J. Dillinger

**RECEIVED**  
**NOV 08 2001**  
**Technology Center 2100**

**EL916596713US**



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: SRINIVASAN, ET AL. )  
Serial No.: 09/804,728 ) METHOD AND APPARATUS FOR  
Filed: March 13, 2001 ) INTERNET CUSTOMER RETENTION  
Docket No.: 01-172 )

Assistant Commissioner for Patents  
Washington, D.C. 20231

TRANSMITTAL

In reviewing our file, we note that we found the original signed Declaration and Power of Attorney. We believed this document was submitted on July 13, 2001, however, because it was discovered in our file, we are forwarding same to the United States Patent Office.

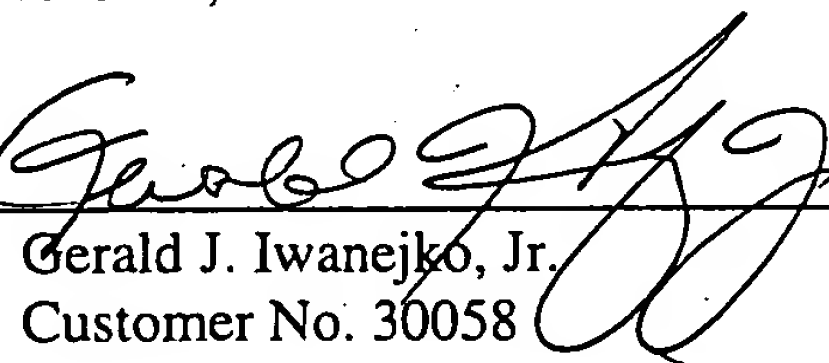
Applicant believes no fees are associated with this filing, however, the Commissioner is hereby authorized to charge Deposit Account No. 03-2026 for any fee deficiency associated with this request.

Respectfully submitted,

SRINIVASAN, et al.

Date: September 17, 2001

By

  
Gerald J. Iwanejko, Jr.  
Customer No. 30058

Attorney for Applicants

Technology Center 2100

NOV 08 2001

RECEIVED



UNITED STATES PATENT AND TRADEMARK OFFICE



COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/804,728	03/13/2001	Kannan Srinivasan	01-172

009629  
MORGAN, LEWIS & BOCKIUS  
1800 M STREET NW  
WASHINGTON, DC 20036-5869

CONFIRMATION NO. 2029  
FORMALITIES LETTER



Date Mailed: 08/22/2001

**NOTICE OF INCOMPLETE REPLY (NONPROVISIONAL)**

*Filing Date Granted*

The U.S. Patent and Trademark Office has received your reply on 07/13/2001 to the Notice to File Missing Parts (Notice) mailed 05/14/2001 and it has been entered into the nonprovisional application. The reply, however, does not include the following items required in the Notice.

The period of reply remains as set forth in the Notice. You may, however, obtain EXTENSIONS OF TIME under the provisions of 37 CFR 1.136 (a) accompanied by the appropriate fee (37 CFR 1.17(a)).

A complete reply must be timely filed to prevent ABANDONMENT of the above-identified application.

- The oath or declaration is unsigned.

*A copy of this notice MUST be returned with the reply.*

*H. Manover*

Customer Service Center  
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

RECEIVED  
NOV 08 2001  
Technology Center 2100